

## **How do you ask for an Interpreter?**

1. Ask for the interpreter when you make the appointment, or immediately when you arrive at a hospital
2. If they say no, then ask to speak to the office manager or the doctor.
3. You need to ask everyone who has the authority to obtain an interpreter for you that you need an interpreter. If it is a doctor's office, ask to speak to the doctor or office manager. At a hospital, ask everyone from the person who first sees you at admissions, to each nurse and doctor for an interpreter so you can understand.
4. If they say no, say that you are deaf and you will not understand if you do not get an interpreter. Tell them that it's your right under the ADA and provide them this article or information from the ADA website about medical information.

If they insist on providing a Video Remote Interpreting, and you do not believe that it will be effective, you need to tell the doctor or nurse why the VRI will not be effective. According to the National Association of the Deaf, these are a few examples:

I need a sign language interpreter on site because (choose one or more):

- 1) I cannot see the VRI screen.
- 2) The VRI screen is too small; I cannot understand the interpreter.
- 3) The VRI machine keeps freezing and/or pixelating; I cannot understand the interpreter.
- 4) The VRI interpreter cannot hear you and therefore cannot interpret.
- 5) The VRI machine has disconnected too many times. It is not reliable.
- 6) The personnel here do not know how to set up the VRI machine.

Also, you can advise the doctor or nurse about the other issues above about why the VRI would not be effective.